# yurika

Telecommunications

# Who we are

**Established in 2016, we're part of Energy Queensland, Australia's largest government—owned electricity company.**

Electrical infrastructure services are at our core, but you'll be surprised at the depth and breadth of services we offer, and customers we serve. We're an experienced, licensed, certified and accredited delivery partner servicing Australia wide.

We work across everything from electricity networks to solar, wind and battery projects, through to metering, telecommunications, EV charging and the supply of electrical infrastructure products.

Our range of telecommunication technologies includes:

INTERNET

DARK FIBRE

RADIO | MICROWAVE (INC FIXED WIRELESS)

NBN ®

ENTERPRISE ETHERNET | ELINE

SATELLITE

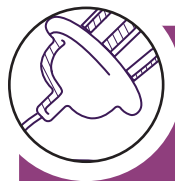IoT AND SMART PLACE SOLUTIONS

# Our approach

**Explore our full turnkey solutions.**

Whether it's a complete solution, or just a small part of the project, we match our services and product selection to meet specific circumstances, budget and needs.
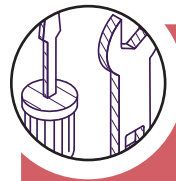
### Advise

We provide independent, expert, and unbiased advice so you can make informed, evidence-based decisions.

### Supply

With an extensive range of in stock electrical supplies, we offer state-wide warehousing facilities, with competitive pricing and lead times.

### Deliver

We deliver energy and telecommunication infrastructure, and also deploy smart metering devices nationally.

### Operate and manage assets

We have a trusted reputation for operating and maintaining high-voltage networks, energy assets, sites and infrastructure.

# Business internet

## High-speed access to cloud, networks and data — no matter where your business is located.

We deliver the performance and reliability needed to thrive in today's digital landscape. Providing access to one of Queensland's largest business-grade networks and connectivity partners, we offer business internet solutions in more places than ever before, giving you the power to connect with metro, rural and remote Australia.

Offering flexibility of options, we'll design a solution to support your location, bandwidth requirements, current coverage and budget utlising fibre optics cables, radio / microwave, fixed wireless, 3G or 4G wireless, or nbn based services. We support your growing business with an around the clock, Queensland-based technical team.

– dedicated access that interconnects to Tier-1 national internet backbone networks

– unlimited data plan

– 1Mbps to 10 Gbps on a single service

– flexible nbn technologies: Enterprise Ethernet, FTTP, FTTN, FTTB, FTTC, and hybrid-fibre coaxial (HFC) services

– access to our reporting portal

– 99.5% availability and commercial SLAs

– 24/7 customer support provided by our Service Operations Centre

– 24/7 network management and monitoring

– static or BGP routing options with transparent access to upstream DNS services.

# nbn® Smart Places

## Connecting smart infrastructure and connected devices to create 'Smart Places'.

As the planning and development of smart cities increases, you can start to see the benefits of smart, connected devices. nbn Smart Places brings the power of the nbn network to spaces beyond the inside of our homes and offices, enabling the extension of the nbn fibre network to a range of eligible non-premises locations such as traffic lights, CCTV, smart poles, digital billboards and public Wi-Fi. It helps to streamline organisation operations and improve the quality of service provided to customers and communities.

nbn Smart Places is an ethernet based Layer 2 fibre product, meaning it avoids public internet by travelling on a private connection to each remote site, so your vital company data remains secure. It is designed to enable wide-scale non-premises connectivity in areas within the nbn current footprint and eligible nbn new development zones.
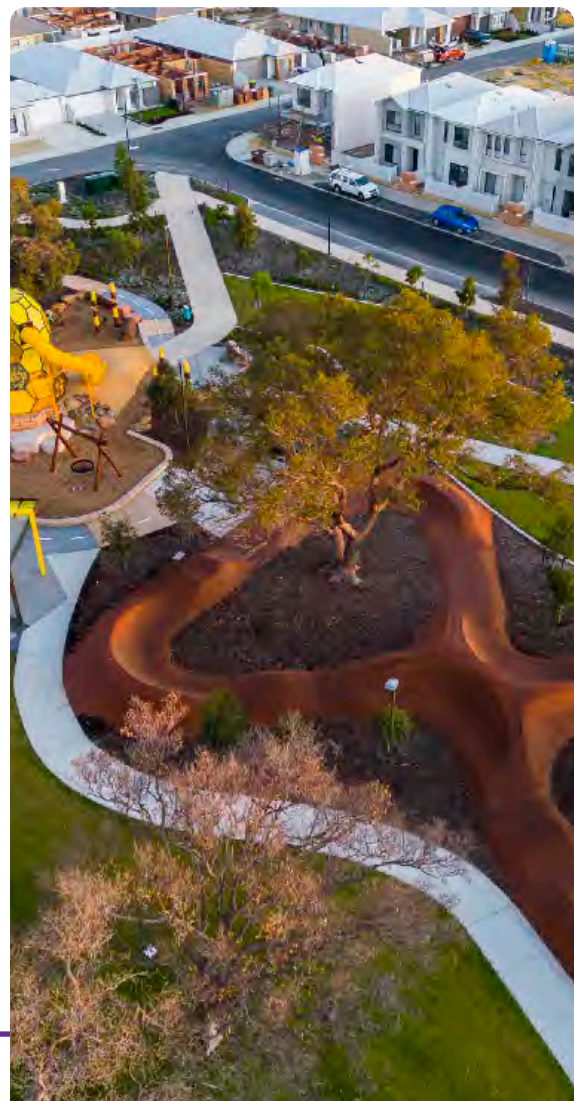
## South Burnett digital connectivity project

Yurika in partnership with the South Burnett Regional Council are building a high-speed, high availability fibre optic telecommunications network in the Nanango and Kingaroy areas. The fibre optic project will provide telecommunication options that are independent of other telecommunications networks in the region, offering redundancy and diversity for education, health, and other businesses.

> The fibre builds proposed as part of this project will improve connectivity while driving greater telecommunication services competition in the region.

Creating a fibre link that is independent of the current available telecommunications service will allow for local businesses to choose higher speed connectivity at more competitive prices.

High-speed connectivity in South Burnett will have economic and social benefits for the local community and assist with attracting industries to the region that are reliant on high-speed connectivity.

## Featured project

## Preparing for disaster response with colocation

Queensland is no stranger to cyclones and extreme weather, and Yurika is helping prepare the region for disaster response with a safe, and secure data storage solution.

Data centre colocation is an option for businesses of all sizes to host their primary or backup data. Typically, high availability data centres are in major capital cities, but Yurika offer a local solution based in Townsville through their partnership with iseek and the North Queensland regional data centre.

Yurika's General Manager Telecommunications and Digital, Tony Riley, says this is proving valuable for local government and business customers who want a back-up in the event of a natural disaster.

The North Queensland regional data centre is a partnership between iseek (who operate and maintain the data centre), Townsville City Council, and James Cook University. Yurika installed diverse fibre optic cables into the facility from our expanding regional network to provide customers with a resilient fibre solution. The high-speed fibre optic cable connection enhances the capabilities of internet service providers and businesses in the North Queensland region.

Companies who aren't set up to manage and monitor IT equipment can opt to partner with a reliable brand, like Yurika, who provides this valuable service at affordable rates.

"During a cyclone or extreme weather event it's possible for the fibre optic network between North Queensland and Brisbane to be damaged and for local businesses here to lose access to their data.

"Having local redundancy in our data centre makes good business sense and gives our customers peace of mind in an emergency,"

General Manager Telecommunications and Digital, Yurika — Tony Riley

# Service Operations Centre

## Your plan for fast fault rectification

We provide a dedicated point of contact during a fault or failure, monitoring your networks and systems 24/7.

After closely assessing your infrastructure and assets, we tailor a solution on a site-by-site basis. Monitoring of networks and infrastructure down to the individual device level, we proactively manage planned maintenance and rectification.

We have tiered plans to suit every size business and scenario — eliminating recurring incidents, proactively preventing issues, and identifying service degradation and outages as they occur, keeping you fully updated along the way.

As part of the Service Operation Centre plan, you gain access to a secure customer portal to:

– report a fault

– quotations for services

– order additional services

– modify existing services

– check service status.

## Our tiered plans include

24/7 alarm monitoring network monitoring; custom alarm monitoring plan; level 1 triage of alarms; incident logging and tracking.

24/7 service assurance level 1 support for service faults; level 1 triage and troubleshooting; engage level 2 support as required; fault resolution site visit.

nBn service provisioning service feasibility checks; quotations; order management; coordination of nBn site survey installation.

**Scan to watch our Service Centre video**

## The right connections power business success

Time is money and every second counts. That's why Yurika's Service Operations Centre prides itself on 24/7 uptime and performance.

From inside the hustle and bustle of Yurika's Service Operations Centre, our Brisbane-based technicians are on call, remotely managing, triaging and responding to faults and queries from across the country.

From councils to enterprises, remote mine sites and massive renewable energy sites, our Service Operations Centre monitors and manages telecommunication and electrical networks and systems across a broad range of industries.

So, what's involved and what exactly does Yurika's Service Operations Centre offer?

Through careful analysis of data patterns and traffic – we monitor, manage, measure, maintain, and optimise your network.

"Each business is unique, and we understand that.

"That's why we provide customised solutions that cater to the very specific needs and challenges of the diverse and dynamic industries we service".

General Manager Telecommunications and Digital, Yurika — Tony Riley
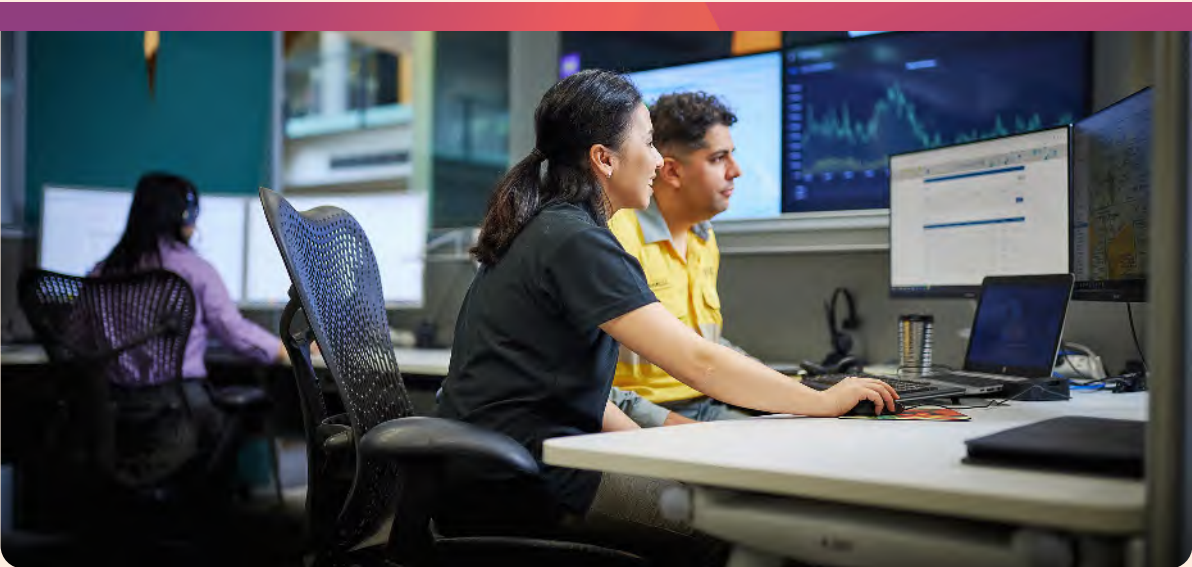
# Private networks

## Communication pathways offering securing connections.

We offer a variety of solutions for sensitive or critical business data, providing secure connections that prioritise the flow of your data. Our expert team can suggest the best type of connectivity for your site and application, and the flexibility to scale, if required.

### Why consider a private network?

- You're conducting business outside of the commercial mobile coverage.
- You experience interrupted service due to location or environment.
- You have a requirement for high availability and high redundancy.
- You have high security or privacy needs.
- You intend to deploy massive IoT capability in a cost-effective way.

### Connectivity types for private networks

FIBRE TECHNOLOGY

WAVELENGTH

ETHERNET | ELINE

IP VPN

CLOUD CONNECT

## Featured project

## Keeping FIFO workers connected to home

Fly-in, fly-out (FIFO) work can be tough, not least for the sense of isolation many experience working away from their friends and family for long stretches of time.

Approximately 60,000 Australians work under FIFO arrangements, and the ability to communicate regularly, privately, and effectively is an important factor in addressing the challenges of isolation.

Most of us take for granted our easy access to quality, reliable internet services, but for many FIFO workers, it is a lifeline to home not always available. Take away our ability to FaceTime our children, message our mates, stay in the loop with our social networks, or keep up to date with the latest TV series and see how that impacts our mood and mental health.

One of the most important things you can offer a FIFO worker is the ability to stay connected to friends, family, and everyday life at home. A fast, reliable internet service is an essential part of any remote work camp, and it's what Yurika provides to many worksites across Queensland.

## Contact us

Interested in learning more about how Yurika can help your business? Our highly experienced Telecommunications team can provide custom advice and solutions to get you connected. Please reach out to any of our Account Managers below. **Let's talk!**

**Tony Riley**
General Manager
Telecoms and Digital
Yurika
0417 950 856
tony.riley@yurika.com.au

**Rowan Want**
Senior Account Manager
Yurika
0408 576 504
rowan.want@yurika.com.au

**Jason Kelsey**
Senior Account Manager
Yurika
0448 072 030
jason.kelsey@yurika.com.au

**Tracey Goss**
Senior Account Manager
Yurika
0455 128 818
tracey.goss@yurika.com.au